

ABSTRACT OF THE INVENTION

SYSTEM AND METHOD FOR ELIMINATING AN UNNECESSARY
DISPATCH OF A SERVICE TECHNICIAN

Eliminating an unnecessary dispatch of a service technician. The present invention is directed to a system and method for eliminating the unnecessary dispatch of a service technician. The service orders generated by the service order control system are monitored to identify service orders that require a dispatch. If a service order is identified as requiring a dispatch, then the service order is selected for further analysis. The service order is initially analyzed to determine whether the service order meets a set of predefined criteria. The set of predefined criteria is selected to identify service orders that are likely to cause an unnecessary dispatch. The set of predefined criteria can be determined by an analysis of past dispatches to identify the characteristics of a service order that indicate a likelihood of an unnecessary dispatch. The set of predefined criteria are flexible and can be changed to accommodate changes in the systems and processes that generate service orders. If the service order meets the set of predefined criteria, then the service order is further analyzed to determine whether the dispatch associated with the service order is unnecessary and should be canceled. Once the dispatch is determined to be unnecessary, then the service order is corrected and the dispatch is canceled.

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